IROC for Finance Guide

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Presented at the Northern Rockies Webinars on May 12, 2021, by Sarah J. Lee.

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1. IROC Access

There are generally four steps for getting access to the Incident Resource Ordering Capability (IROC) system (this guide will go into the details of each step):

1. Authenticate – Authenticate to the FAMIT Dashboard: https://iwfirp.nwcg.gov/dashboard#dashboard using either eAuth or Login.gov depending on which one you have (if you have both use eAuth).

2. Select IROC – Select IROC from the FAMIT Dashboard of available applications.

3. Request a NAP Account in IROC – If you don't already have an existing NAP account, you'll need to request one at this point. If you already have an active NAP account, this step will add your NAP account to the IROC program.

4. Request IROC Access and Roles – If you don't have an existing IROC account, you'll need to request that your Dispatch Manager grant you the appropriate access within the IROC system. This is where you can request IROC roles or access to different dispatch centers.
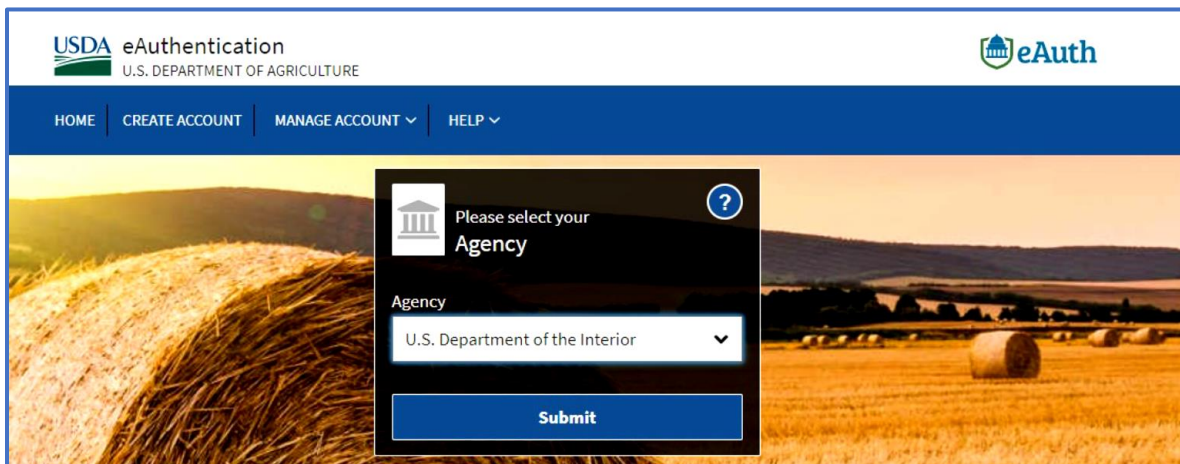
Step 1 – Authenticate

FAMAuth is an authentication portal for Fire and Aviation Applications. IROC will be using FAMAuth to authenticate users when logging in. There are two paths of authentication: e-Authentication (eAuth) and Login.gov. The URL for the FAMAuth dashboard is: https://iwfirp.nwcg.gov/dashboard#dashboard.
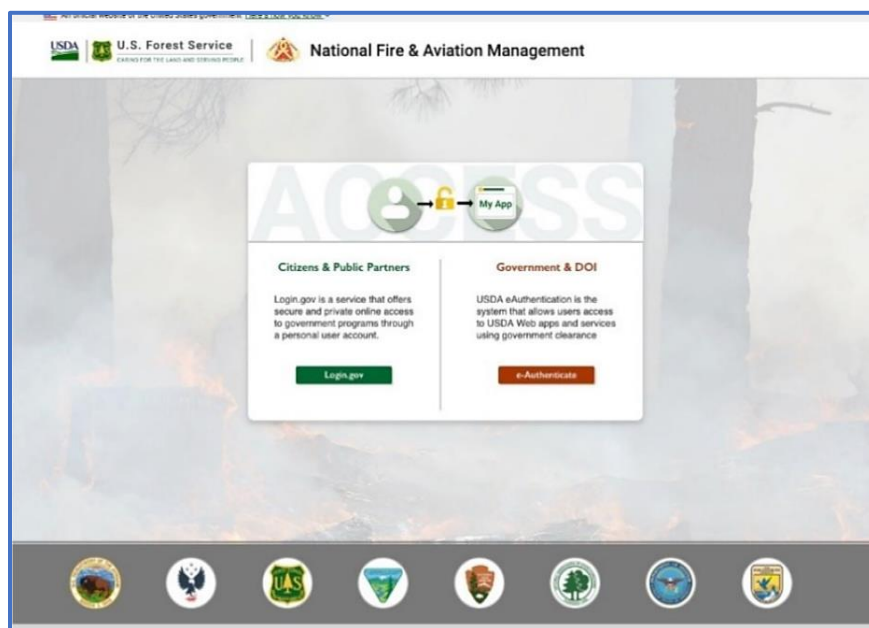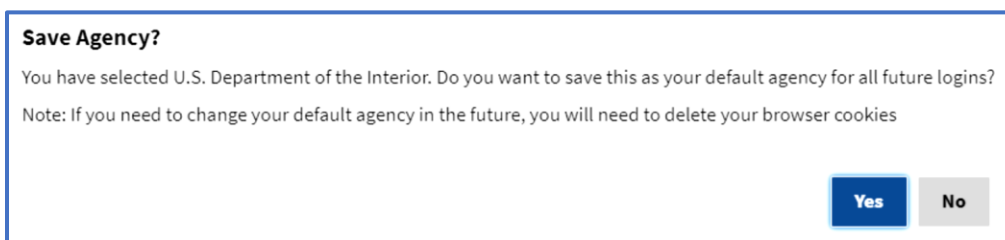

If you have a federal PIV card (HSPD-12/LincPass/Smartcard), you will use the eAuth method. But if you do not have a PIV card, you will use Login.gov to authenticate. (If you have both, you should use the eAuth method and your PIV card to authenticate. Even if a PIV card reader isn't available, you will have the ability to use your eAuth username and password to access the application.)
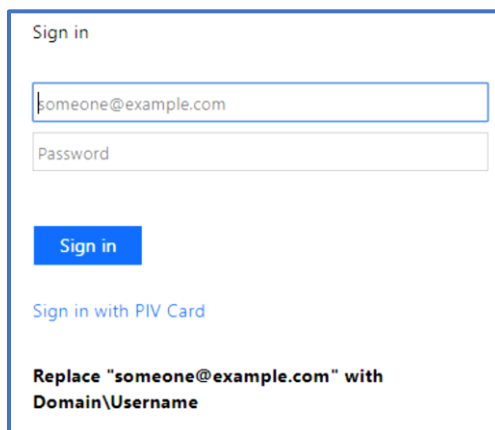
DOI users need to register their PIV card the first time (per computer) using the following instructions: Select "U.S. Department of the Interior" from the agency drop-down and click "Submit".
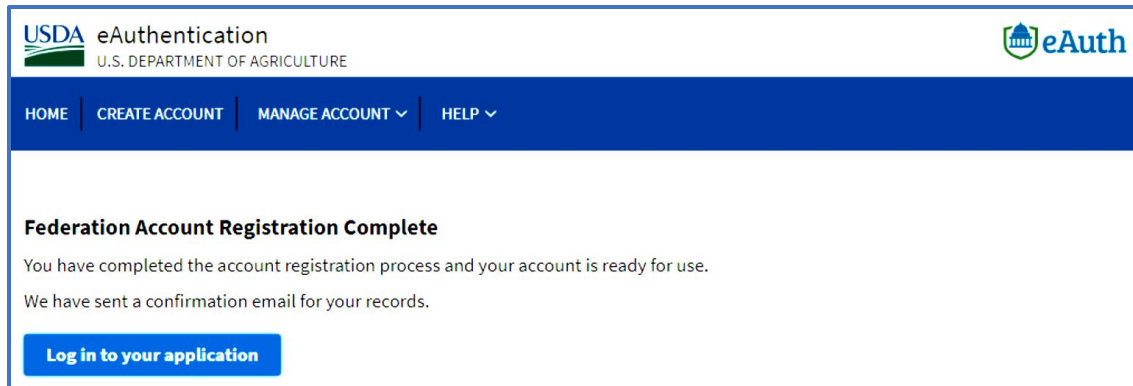

When prompted, you may choose to click "Yes" to save the agency.

Enter your username and password and click "Sign In" or click "Sign in with PIV card".


You should be presented with a final screen confirming that the process is complete, allowing you to access FAMIT.

Step 2 – Selecting IROC from the FAMIT Dashboard

After logging in, you will be presented with a tile page of available applications. Click on the IROC tile to launch the application. The first time you click on the IROC tile, you will be asked to enter your Standard NAP Account credentials. This will link the FAMAuth account to the NAP account.
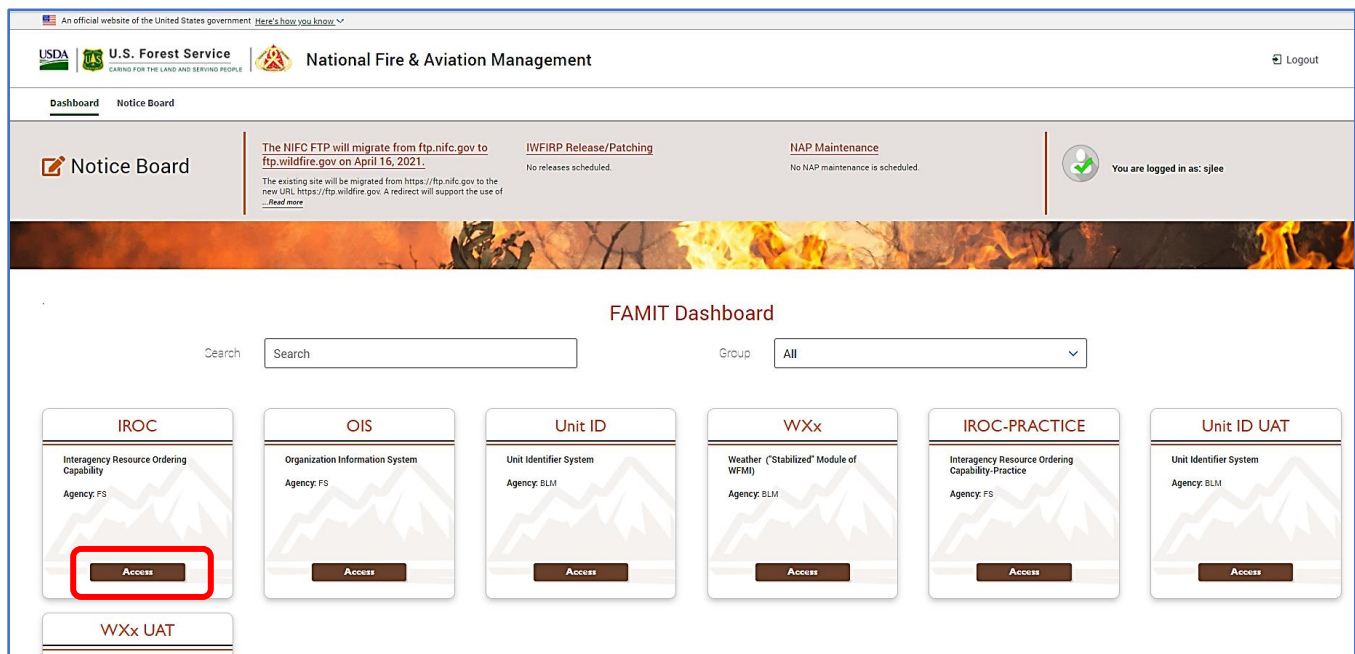
Step 3 – Requesting a NAP Account in IROC

You will need to have already requested and received the "IROC-PROD" role in your NAP account. If you do not know if that role has been assigned to your NAP profile, check by logging into NAP at: https://nap.nwcg.gov/NAP/# and looking under "Request App Access and Roles". If you do not see the following role listed as 'Assigned' you will need to request it:

Back in IROC you will need to connect your NAP account to the IROC program. Fill in the required information. When done, click "Submit". Once you have finished authenticating your information for your NAP account, you will be brought back to the main FAMIT Dashboard. Under the IROC tile, click Access. This will take you to the IROC Self Service page.

Step 4 – Accessing IROC and Requesting Roles

If you don't have an established role(s) in IROC, check with your dispatch center manager to request access. **For Finance there are two roles you will need: "Read-Only" and "e-ISuite" roles.**

On the IROC Self Service page, use the left side navigation pane and click on "New Access Request".
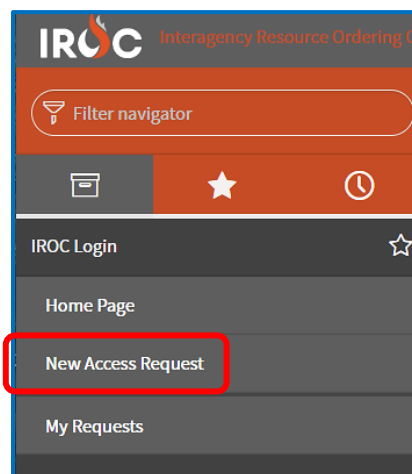
In the main part of the screen it will say, "Welcome to IROC!". Click on the "IROC Login Submit a New Request" button. To choose more than one role will require submitting a separate request for each role needed. Finance employees will need two roles: Read Only and e-ISuite access.

Depending on the role you are requesting, such as Dispatcher, you may need to fill out more information related to which center where you are requesting access. But Read Only and e-ISuite roles, it is a simple request that your home dispatch center manager can approve.

After submitting the request, it will take you to the status of your self-service requests. You can easily submit a new request from the link just to the left of the list of requests.
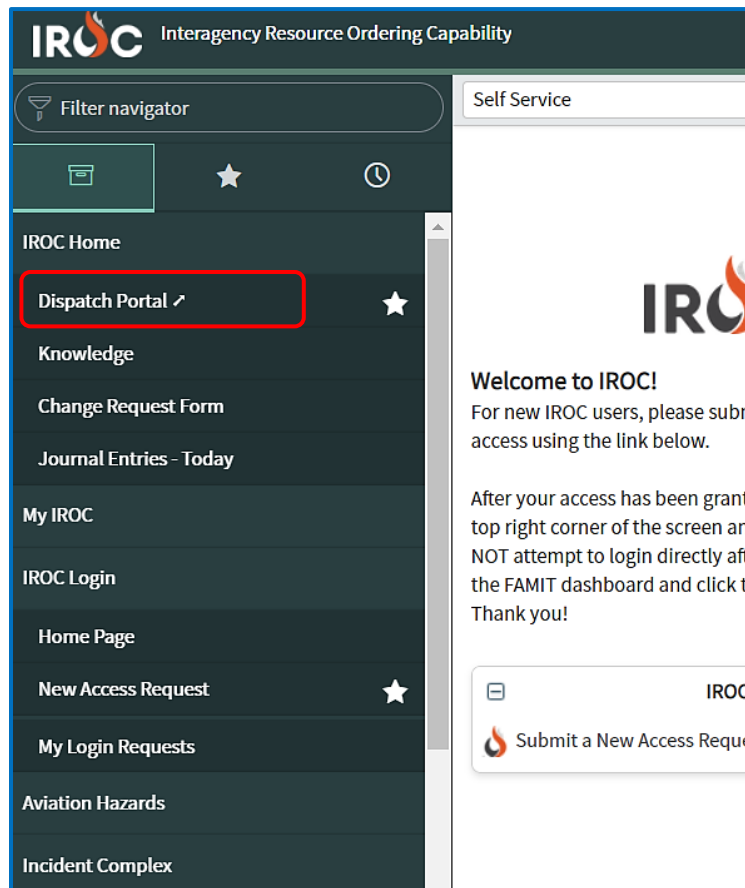
2. Navigating the Dispatch Portal

This section will show you how to search for any resource nationally to look up contact information (email and telephone number), home unit and dispatch unit, IROC status, qualifications, etc.

<u>Step 1 – Opening the Dispatch Portal</u>
From the IROC Home page, in the left side navigation panel (dark green), under IROC Home choose "Dispatch Portal". This will open a new browser tab.

<u>Step 2 – Navigating within the Dispatch Portal</u>

The Dispatch Portal is a more friendly application that consists of five functional areas:

1. Portal Banner – Provides application information.
2. Quick Search – Search IROC to quickly find information.
3. Content Selectors – Filter incident, dispatch, and catalog records by user.
4. Action Tiles – Access incidents, requests, and resources.
5. Main Work Area – View or take action on incidents, requests, or resources.

1

IROC

Quick Links ▾   Sarah Lee   MT-MCC

Miles City Interagency Dispatch Center

2

How can we help?   🔍

3

Watched Incident: **All**   Dispatch: **MT-MCC**   Catalog: **ALL** ⌄

4

INCIDENTS ➕	PENDING REQUESTS ➕	REQUEST STATUS	RESOURCES 🔀🔍
⟳ Local Incidents ⌄	⟳ Pending Requests ⌄	⟳ Local Requests ⌄	⟳ Current Resources ⌄
Open 11	All 6	Pending 10	Aircraft 5
Closed 371	Local 5	Filled 2	Crew 0
All 382	Placed Out 5	Complete 94	Equipment 113
Can Be Closed 4	My Claimed 0	All 106	Overhead 225
Quarantined 0	All Claimed 0		Supply 0
Not in IRWIN 1	Unclaimed 6		
Watched 8	Non-Local 1		
	Named Request 0		
	Past Needed By 5		

5

INCISDENTS ⌃

ACTIONS: Close   Reopen   Watch   Unwatch   Travel   PDF (All)   PDF (Selected)   Excel (All)

Excel (Selected)

Showing: 11 of 11 Total Records. ▼   Rows Selected: 0

Selected	Watch	Name ⌃	Number	Dispatching Organization	Protecting Unit	Initial Date / Time	Initial Timezone	Year	Incident Type	System	Status
☐	☆								⌄		⌄
☐	⭐	Box Car	MT-MCD-000406	MT-MCC	MT-MCD	10-10-2020 2122	Mountain	2020	Fire - Wildfire	wildcad	Open
☐	⭐	Boxelder	MT-LG42-000422	MT-MCC	MT-LG42	10-12-2020 1503	Mountain	2020	Fire - Wildfire	wildcad	Open
☐	☆	Cap Rock	MT-LG50-000003	MT-MCC	MT-LG50	01-13-2021 1413	Mountain	2021	Fire - Wildfire	wildcad	Open
☐	☆	Fifteenmile	MT-MCD-	MT-MCC	MT-MCD	08-04-2020	Mountain	2020	Fire -	wildcad	Open

1. *Portal Banner*

- **IROC logo** – clicking on this from any screen brings you back to the home page.

- **Time and Date** – shows current date, time, and time zone for the dispatch center.
  - Clicking on this brings up a view that shows the time in other zones.
  - To close that view, click the small "x" in the upper right corner, or simply click on the time in the banner again.

- **Quick Links** – Click to choose from the drop-down menus:
  - **Search for Resources** – Quick link to search for resources.
  - **Help**-**Knowledge** – Opens the IROC Knowledge Base.
  - **Help**-**Training** – Opens a list of training options.

- **User Name** – Displays the user logged into the session. Click on the name to choose from the drop-down menu.
  - **Profile** – Select to edit your user profile.
  - **Logout** – Select to log out of your session.

- **User Content** – Displays which dispatch center you are logged into.

2. *Quick Search*
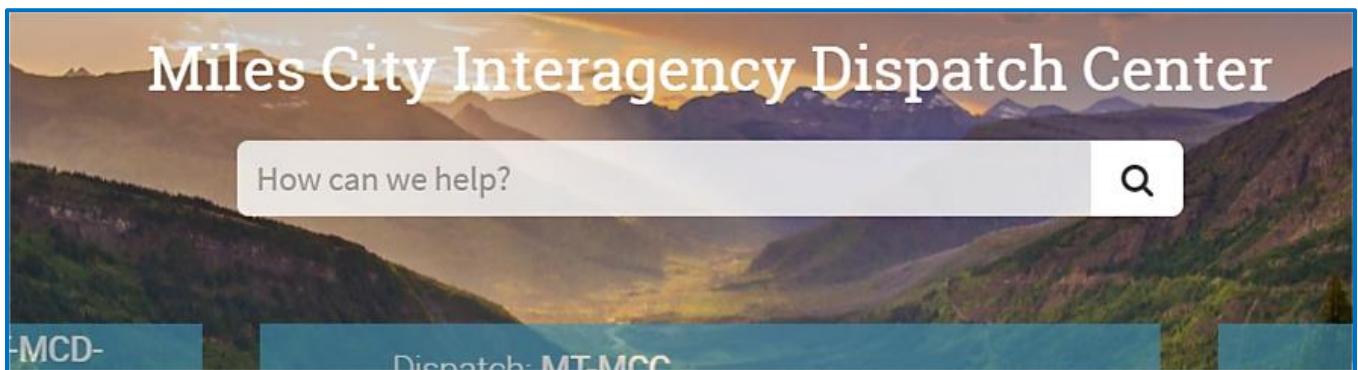
Input text in this type-ahead field to easily search for information related to resources and incidents.

Note: Most drop-down menus in the Dispatch Portal allow you to perform a type-ahead search. Simply start typing in the field, and IROC will filter the list to match your entry.

For Employees with read-only and e-ISuite roles this will not be a dynamic search field as it is for those with dispatcher roles.

3. Content Selectors

Use these blue selectors to determine the content for the Action tiles below. They are provide the first level of filtering.

- **Watched Incident** – Click to select an incident from the drop-down menu for editing and resource management for that specific incident. *In the example above I have chosen to select the Little Pumpkin MT-MCD-000033 incident.*
- **Dispatch** – Click to select a dispatch center from the drop-down menu or text to search. *In the example above I have the drop-down menu open and can choose from the three dispatch centers I have access to – but note that if you do not have dispatcher access to multiple centers there will be no other choices.*
- **Catalog** – Click to select a catalog category (or choose "All Catalogs") from the drop-down menu. *In the example above All is selected, so you can see the total resource count for each of the catalogs for the dispatch center selected.*

4. Action Tiles

- **Icons** – There are icons that appear to the right of each Action Tile. Dispatchers use them to quickly search or create incidents, requests, rosters, etc.
- **Dynamic Scoreboards** – Each scoreboard within the Action Tile provides a quick situational view of data for the chosen content of each tile. Filter by using the red selector bar at the top of the tile.

The work area displays actionable records filtered by user content and selections made in the action tiles. Each work area may be viewed in list or accordion view, depending on the content. You can double click on the header of each column in the work area to sort, and filter (see - 3. Searching for Resource Information, Steps 2 and 4 – in this document for information on filtering in IROC).

Note: Common internet browser shortcuts work within IROC as they do in many other web pages. For example: Find (Ctrl+F), Copy (Ctrl+C), Paste (Ctrl+V), Print (Ctrl+P) and Select All (Ctrl+A) commands all work.

3. Searching for Resource Information

Step 1 – Open Search for Resources Screen
There are two ways to get to the "Search for Resources" screen.

1. Under Quick Links, click on "Search for Resources".
2. In the Resources Action Tile (furthest to the right), click on the magnifying glass icon.

Step 2 – Filter and Select the Resource

Enter the information for the resource you want to select in the while box "Keyword Search" and click on the magnifying glass to search. Your search can be for any catalog item (Aircraft, Crews, Equipment, Overhead or Supplies); however, because the most common search is for an overhead resource - we will show that example. In the example below, I entered "Lee, Sarah" (*it can be any format, such as "Sarah Lee", "Lee", "Sarah", etc.*) in the Keyword search and this was the result.

Then click on the resource you want to view, and it will appear in the currently blank white screen on the right side of the page. *But from this view you can quickly see if a resource is showing available in IROC and if it is local, GACC, or nationally.*

Step 3 – Viewing Resource Information

Once you click on the resource you have selected information will populate the blank, right side of the screen.

There are numerous categories of information available on overhead resources, which is broken into three sections of that side of the page.

In the first third of the scrolling page, there is quite a bit of general resource information:

In the second third of the page, there are tabs with specific information:

In the last third of the page, you can view Resource Assignments (only incidents that have not been closed on IROC by the dispatch center), Qualifications (directly from IQCS/IQS), Rosters, etc.:

Assignment Date ⌄	Assignment Status	System of Record	Class	Active	Incident Number	Incident N
09-12-2020 11:57:21	Returned From Assignment	IQCS	Overhead Resource	true	CA-KNF-007035	SLATER
08-20-2020 09:17:01	Returned From Assignment	IQCS	Overhead Resource	true	CA-RNP-012009	WOODWAF
08-11-2020 19:44:47	Reassigned	IQCS	Overhead Resource	true	MT-BDF-006610	Bear Creek

Resource Assignments **4**   Qualification **19**   Resource Unavailables   Contract Resources
Travel Itineraries   Resource Transfers   Child Resources   Rosters   Roster Items **1**

Note that sometimes it can take a few minutes for different information tabs to load.

≡ Lee, Sarah J

Resource Assignments **4**   Qualification **19**   Resource Unavailables   Contract Resources
Travel Itineraries   Resource Transfers   Child Resources   Rosters   Roster Items **1**

2020 05:08:13		FINANCE/ADMINISTRATION SECTION CHIEF, TYPE 1					Resou ▲
10-29-2020 05:07:35	Positions	FSC2 - FINANCE/ADMINISTRATION SECTION CHIEF, TYPE 2	Overhead	false	Qualified		Overh Resou
10-29-2020 05:08:08	Positions	FSC3 - FINANCE/ADMINISTRATION SECTION CHIEF TYPE 3	Overhead	false	Qualified		Overh Resou
10-29-2020 05:08:12	Positions	INBA - INCIDENT BUSINESS ADVISOR	Overhead	false	Qualified		Overh Resou

Roster information for overhead can be as part of crews, engines, IMTs, Buying Teams, etc.

Step 4 – Correcting a Search or Starting a New Search

The "Keyword Search" box used to originally search for the resource is additive, meaning if you put in new search criteria without clearing the original search it will filter the current search results. This is valuable if your search results are too big, and you want to filter it but forgetting to clear your results before starting a new search is an easy mistake to make.

To clear or modify your search click on the filter icon (funnel) to the left of your search and then click on the "Clear All" button.

4. Running Reports and Printing Resource Orders

The reporting module of IROC is located in the IROC Welcome Page or Data Management Tool (DMT). This is the dark green and white screen you first enter from FAMIT, and where you request access, etc. You may need to scroll down on the left side of the page, depending on your IROC access, to find it (below left). Clicking on "IROC Reporting" will expand the selection as seen below (right).
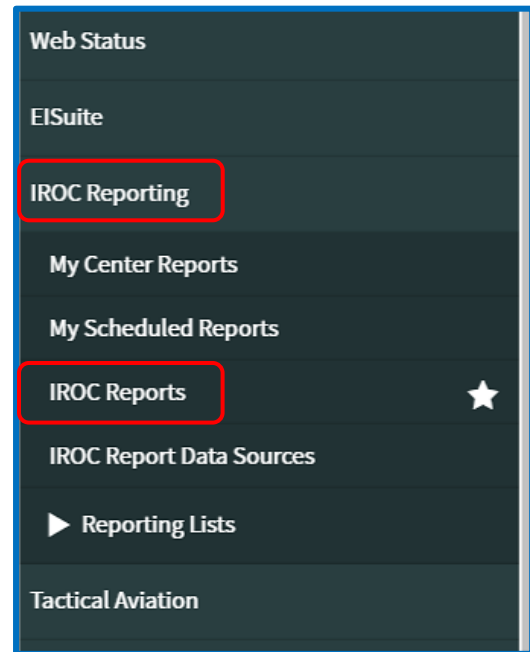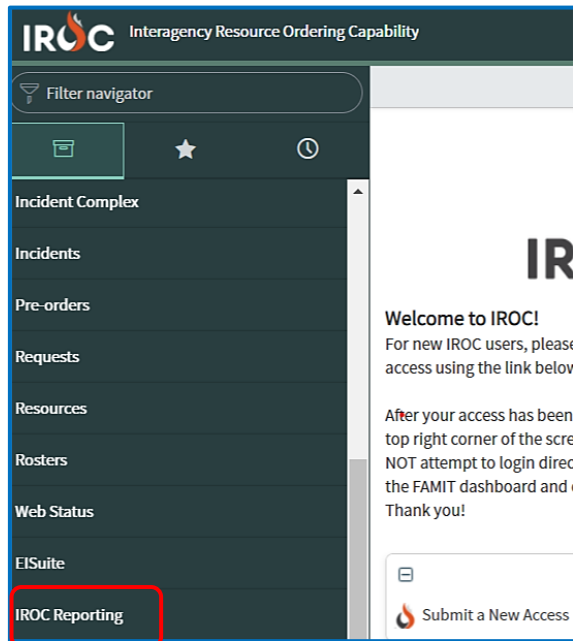

Choosing IROC Reports will take you to all the reports you have access to in the system (in the white right side of the web page). Reports are categorized by an alphanumeric prefix:

- The first letter indicates the record type (I – incident, Q – request, R – resource).
- The next two numbers indicate the action (RQ – request, TX – transaction, ST – status).
- The number indicates the dispatch focus (100 – national, 200 – GACC, 300 – dispatch center).

Step 1 – Selecting a Report

You can click on the underlined title of the report to open it. In this case, we want to print a resource order. Instead of sorting through all the reports available on the screen, to search for a resource order nationally click on the "Reporting Lists" to open the drop-down list and click on QST1 – Request Status.
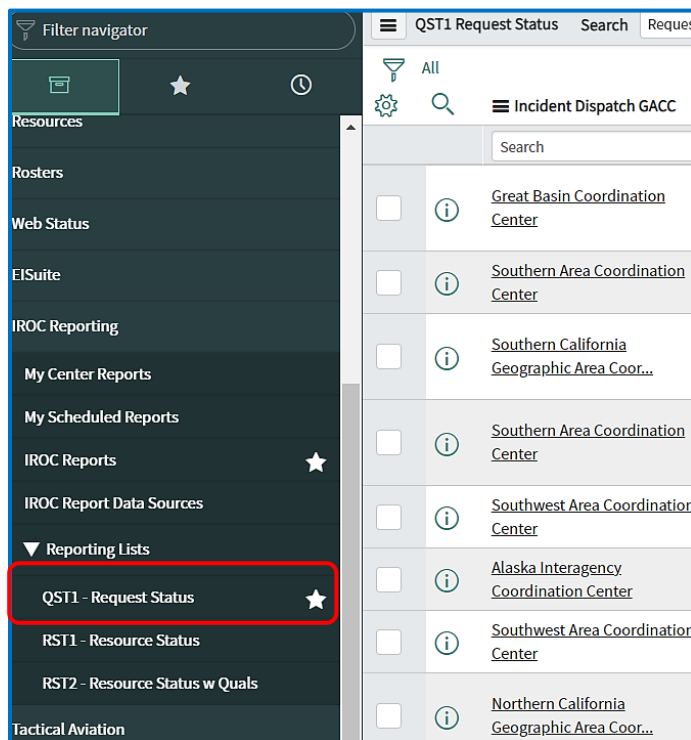
Step 2 – Searching for a Resource

Then enter information in the header search bars to narrow down to the resource you want to choose. I recommend entering the "Incident Number" or "Incident Name" first, and then adding on other information to narrow it down. In the example below, I entered the incident name "Woodward" and under the resource heading "Lee". Then click on the underlined Request Number (in this example O-11.30).

Note: If you aren't seeing the search field entry boxes shown above, click on the magnifying glass icon in the upper left portion of the report side of the page.
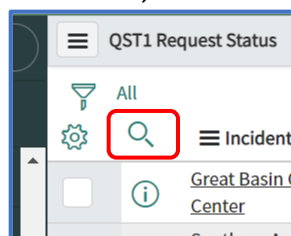
Step 3 – Printing a Resource Order

This will take you to a screen showing all details about the specific request you chose. To print the resource order, click on "View ROF" (ROF = Resource Order Form) at the top right of the screen.

The system will automatically download a pdf of the resource order:

For those that used a different way of printing ROFs prior to Feb 2021, there is a chance that functionality may return in a later update of the IROC Dispatch Portal's Resource Action Tile…fingers crossed!

Step 4 – Other Reports

You can play around with running other reports, but a helpful report can be choosing the "RST2 – Resource Status w Quals" (just two lines under the "QST1 – Request Status" we just showed in Step 2). This is a great way to search for available resources for a specific qualification.
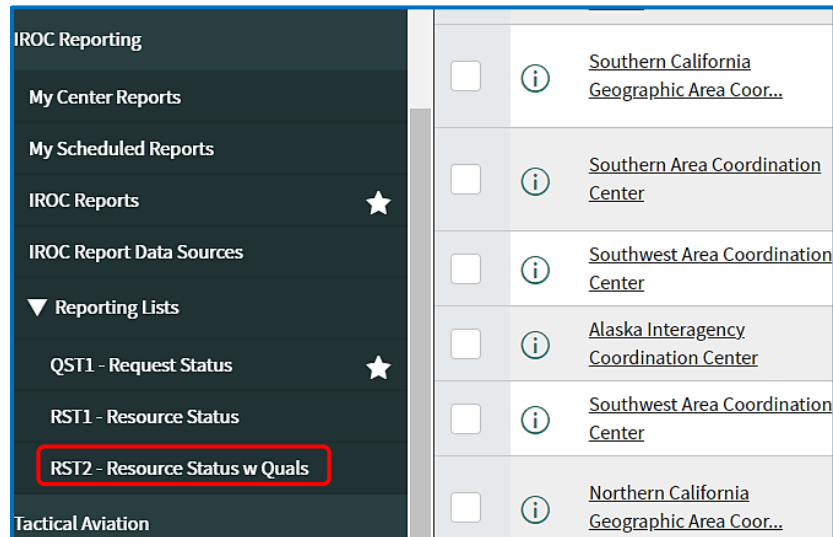
Scroll over to the right on the white screen to find the header "Qualification/Classification". Enter a 4-character position mnemonic and hit enter. You can then refine it by qualification type (trainee, qualified), location, etc. Then scroll back to the left to see the names and status.

≡ Current Dispatch	≡ Preposition Assignment	≡ Preposition Dispatch	≡ Home Dispatch GACC	≡ Resource Provider	≡ Resource Owner	≡ Qualification/Classi
Billings	Search	Search	Search	Search	Search	COMP
Billings Interagency Dispatch Center	(empty)	(empty)	Northern Rockies Coordination Center	Billings Field Office	Billings Field Office	COMP - COMPENSATION UNIT LEADER
Billings Interagency Dispatch Center	(empty)	(empty)	Northern Rockies Coordination Center	Montana Dakotas State Office	Montana Dakotas State Office	COMP - COMPENSATION UNIT LEADER
Billings Interagency Dispatch Center	(empty)	(empty)	Northern Rockies Coordination Center	Custer Gallatin National Forest	Custer Gallatin National Forest	COMP - COMPENSATION UNIT LEADER

RST2 - Resource Status with Quals   Search   Resource Operational Name ▼   Search

All > Qualification/Classification Item Name starts with COMP > Current Dispatch Name starts with Billings

|	≡ Resource Operational Name	≡ Resource Name	≡ Resource Status	≡ Available Area	≡ Is Prepositioned	≡ Current Assignment	≡ Home Dis
	Search	Search	Search	Search	Search	Search	Search
ⓘ	Vogt, Casilda A	Vogt, Casilda A	Available	Local	false	(empty)	Billings Intera Dispatch Cen
ⓘ	Lee, Sarah J	Lee, Sarah J	Available	Local	false	(empty)	Billings Intera Dispatch Cen
ⓘ	Massey, Fauzia	Massey, Fauzia	Available	Local	false	(empty)	Billings Intera Dispatch Cen

5. e-ISuite Export Reports

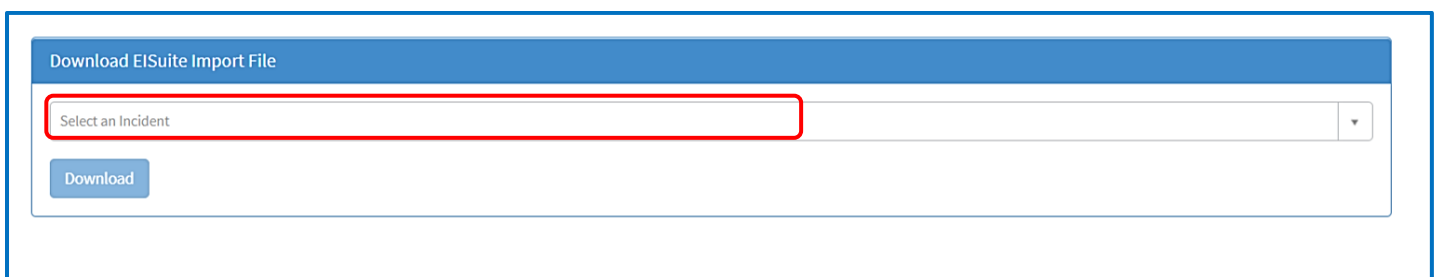To access e-ISuite, you will need to have the IROC role of e-ISuite.

Step 1 – Accessing the IROC e-ISuite Portal

The reporting module of IROC is located in the IROC Welcome Page or Data Management Tool (DMT). This is the dark green and white screen you first enter from FAMIT, and where you request access, etc. You may need to scroll down on the left side of the page, depending on your IROC access, to find it as shown below. After selecting "EISuite Portal" a new window will open on your browser.
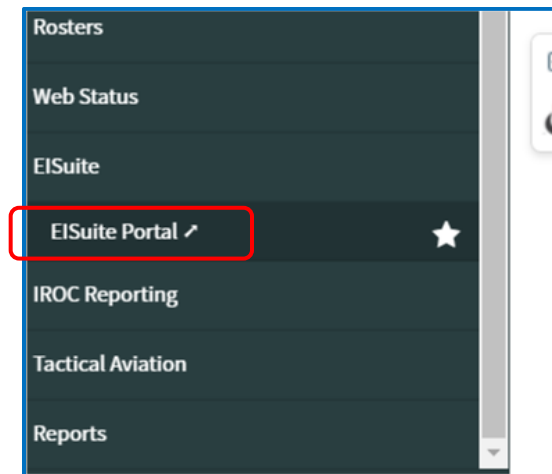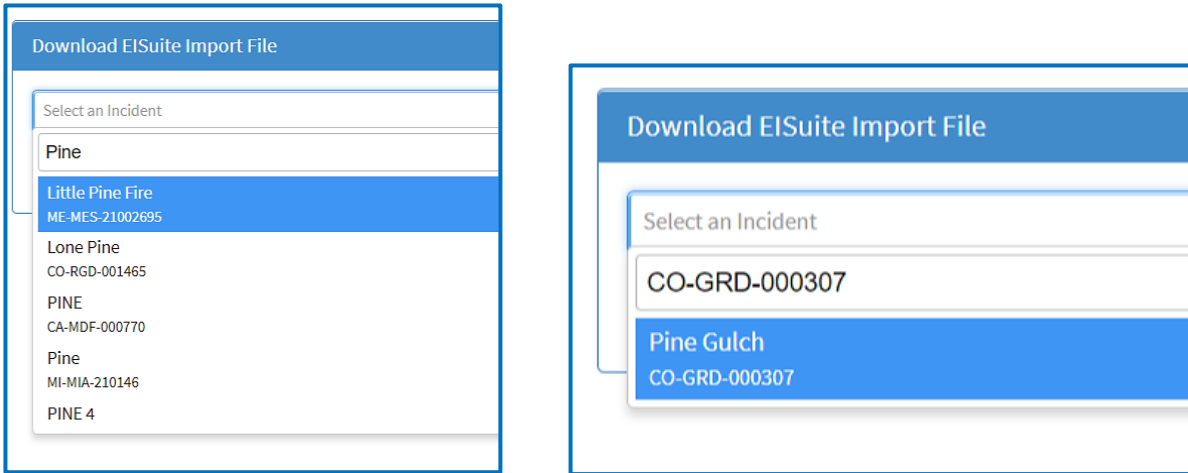

Step 2 – Looking up the Incident

In the new tab of your browser, you will see the following prompt:

Click your cursor in the drop-down box and begin typing either the incident name or incident number (preferred because the incident number is unique and there may be many "Pine" fires as an example).

Once you have selected the correct incident from the list, click "Download". You will see an .xml report download to your computer.
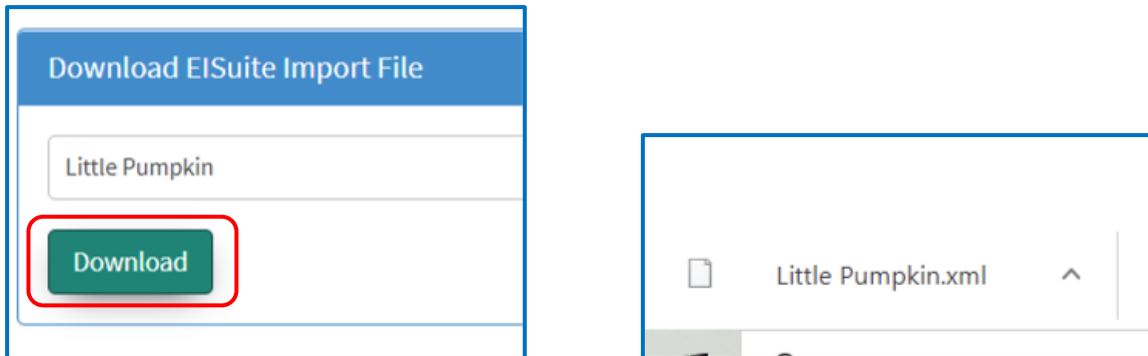
To find the file, open you Downloads folder as shown below. You can then upload the file directly into e-ISuite using the directions found here: https://famit.nwcg.gov/applications/eISuite/support/userguide.